

BEFORE THE
POSTAL REGULATORY COMMISSION
WASHINGTON, D.C. 20268

DSCF STANDARD MAIL LOAD LEVELING

Docket No. N2014-1

**RESPONSES OF UNITED STATES POSTAL SERVICE WITNESS ANDERSON
TO PUBLIC REPRESENTATIVE INTERROGATORIES
(PR/USPS-T2—5 and 6)
(January 22, 2014)**

The United States Postal Service today files the responses of witness Mark Anderson to the above-identified interrogatories of the Public Representative, filed on January 15, 2014. The Postal Service is authorized by the Public Representative to report that interrogatories PR/USPS-T1-7 and T1-8, as filed on January 15, 2014, have been withdrawn. Each interrogatory is stated verbatim and followed by the response.

Respectfully submitted,

UNITED STATES POSTAL SERVICE
By its attorneys:

Anthony F. Alverno
Chief Counsel
Global Business & Service Development

Michael T. Tidwell
Laura Zuber

475 L'Enfant Plaza, S.W.
Washington, D.C. 20260
(202) 268-6036; Fax -5402
January 22, 2014

RESPONSE OF UNITED STATES POSTAL SERVICE WITNESS ANDERSON TO PUBLIC REPRESENTATIVE INTERROGATORY

PR/USPS-T2-5

In response to PR/USPS-T2-3, you explain that “[t]he Postal Service has begun an informal evaluation of the information received about Tuesday workloads during the South Jersey Operations Test.”

- a. Please describe the Postal Service’s methodology and approach to the informal evaluation.
- b. Please provide the date by which you expect the informal evaluation to be completed.
- c. If the informal evaluation has been completed, please describe the results, recommendations, and conclusions.
- d. Please describe how the Postal Service plans to implement any recommendations/changes that result from the informal evaluation.

RESPONSE

a-d. The informal evaluation to which I refer consists of ongoing discussions among my mail processing and delivery managers about whether the Tuesday workloads we experienced during the South Jersey Operations Test would warrant implementation of any measures we do not already employ when we face higher than usual Tuesday volume.

The phenomenon of increased Tuesday volume above the normal mail flow is not new. We got our first sense of what it might be like on a regular basis as a result of Load Leveling. In the South Jersey District, we expect Load Leveling means that future Tuesdays may have more volume than what we are accustomed to processing and delivering on that day than in the past. Accordingly, our charge in the South Jersey District will be to take the resources already available to us and apply them on Tuesdays to efficiently manage any possible increase in Tuesday volume and focus on maintaining and improving service.

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Putting aside equipment failures, transportation mishaps, and our inability to control the weather, we have observed nothing so far that suggests we will not have the resources in place to manage foreseeable circumstances. Additionally, we think that being in the forefront on Lean Mail Processing helps position us to be prepared to handle any possible increase in Tuesday volume.

My understanding is that Headquarters is planning to draw upon all of the testing in order to identify ways to make the national implementation as smooth as possible.

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PR/USPS-T2-6

In response to PR/USPS-T2-3, you attached qualitative information and quantitative data received concerning Tuesday workloads during the South Jersey Operations Test.

- a. Were only selected offices chosen to provide feedback concerning the South Jersey Operations Test?
- b. If the answer to part a is in the affirmative, how were those offices selected?
- c. Please identify, describe, and provide all documents detailing any qualitative information and quantitative data resulting from the South Jersey Operations Test that concern matters other than Tuesday workloads.

RESPONSE

- a. No. All facilities participating in the South Jersey Operations Test were provided an opportunity to provide feedback. The feedback included in my response to PR/USPS-T2-3 consisted of the written summaries provided by the facilities that participated in the South Jersey Operations Test. It is not unusual for facilities that experienced no operational issues during the South Jersey Operations Test to not take advantage of the opportunity to provide feedback. However, if a facility experienced some operational mishaps during the South Jersey Operations Test, it would be likely that such facilities would take the opportunity to direct my attention to their concerns.
- b. Not applicable.
- c. I have no documents responsive to this request.